

3.1.1 Component Certification

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3.1.1 Component Certification

3 EXTERNAL RASS SYSTEM

3.1 Public Housing

3.1.1 Component Certification

3.1.1.1 Unit Address/Language

The Unit Address and Language certification by PHAs is the first of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The certification of unit addresses and language requirements by a PHA allows REAC and HUD to solicit feedback from a representative sample of housing residents. The accuracy of addresses to which HUD may randomly send a survey is crucial to the success of the program. Further, consideration of the language needs of various PHAs allows REAC to potentially gather information from all residents.

To Certify Unit Address/Language Information:

The screenshot shows the REAC Resident Assessment System interface. At the top, there is a navigation bar with links for REAC Home, HUD Home, and Contact Us. Below this is a header for 'RESIDENT ASSESSMENT' and 'Real Estate Assessment Center' with the tagline 'Assessments Today for Better Housing Tomorrow'. A secondary navigation bar includes links for PHA Selection, Secure Systems, Certification Status, Additional Help, and User Guidance. The main content area is titled 'PHA MAIN - ASSESSMENT YEAR 2004' and includes a welcome message, the PHA name 'DC777 - CARLSBURG HOUSING AUTHORITY', and a link for 'OMB PAPERWORK REDUCTION ACT APPROVAL'. A red note states: 'Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score.' Below this, 'STEP 1' is indicated, followed by instructions to view uncertified unit address information. A table at the bottom shows the status of various steps, with 'Unit Address & Language' highlighted in red and marked as 'Incomplete'.

Step	Status	Start	Due
Unit Address & Language	Incomplete	03/19/2004	04/19/2004

Step 1: Click on the **Unit Address & Language** link, displayed under STEP 1 on the **PHA MAIN** screen.

Result: The **UNIT ADDRESS/LANGUAGE** certification screen is displayed.

3.1.1 Component Certification

UNIT ADDRESS/LANGUAGE

DC777 - CARLSBURG HOUSING AUTHORITY

STEP ONE

Language Certification

This section is used to identify the languages that are spoken by the residents of the **CARLSBURG HOUSING AUTHORITY**. If there are residents who cannot complete a survey in English, HUD needs to identify the other languages that are spoken.

Identify any languages, other than English, that are spoken by at least 20% of your residents. To identify languages:

- If only English is spoken, single click the **None** checkbox.
- If the languages are listed, single click in the checkboxes of the applicable languages.
- If the language is not listed, single click in the **Other** checkbox, and click on the down arrow to view the drop down box.
- Single click on the language to select it.
- Single click on the **Save** push button when you are done.

None (only English spoken)

Spanish Korean Mandarin Chinese Russian Vietnamese

Other: Akan

Save

Language Check Boxes

Save Button

Step 2: Click the checkbox next to any language spoken by at least 20% of the PHA's residents. If the desired language is not displayed, click the checkbox next to 'Other' and select the appropriate language from the drop down menu.

Step 3: Click the button to save the language selections.

3.1.1 Component Certification

STEP TWO

Verify Unit Address Information in PIC

You will need to verify your unit address information in the PIH Information Center (PIC):

To verify your unit addresses in PIC:

- Single click on the **Verify Unit Addresses in PIC** push button.
- This will take you to the PIC login area and you will leave the Resident Assessment Subsystem.
- You will need to **log into PIC** to update your Unit Addresses.
- Once your PIC Unit Address information is complete, **you will need to log back into RASS** to certify below that your Unit Addresses in PIC and your selections in the above Language Selection are correct.



Verify Unit Addresses in PIC

Step 4: Click the  button on the **UNIT ADDRESS/LANGUAGE** certification screen.

Result: The **PIH INFORMATION CENTER** login screen is displayed.

PIH Information Center 5.3

HUD HOME PIH HOME Q & A SEARCH / INDEX E-MAIL

 **PIC Home**

[HA Profiles](#)

[RCR Reports](#)

User ID:

Password:

PICHELP: If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to pichelp@hud.gov or telephone the PICHelp Call Center at 1-800-366-6827 between 9:00am and 8:00pm on all business days.

PHAs should be regularly submitting Form 50058s using the Form 50058 'Submission' sub-module. The system is operational. Please go to the [PIC Home Page](#) for more information.

All PIC password resets are handled by Security Administrators at the PHA or in the local HUD Field Office. PICHelp cannot reset passwords. If you put in a "secret question" and its answer, you may click the "Forgot your password?" link and provide the answer to your secret question. You will then be permitted to reset your own password.

Log into PIC

***Step 5:** Log into the Public and Indian Housing (PIH) Information Center.

** This step takes place outside of the RASS System.*

3.1.1 Component Certification

***Step 6:**

View Unit Address Information in PIC:

1. Place the cursor on the Housing Inventory module.
2. Click on the Development sub-module.
3. Click on the Reports tab.
4. Click on the RASS Report link, located in the line under the Reports tab. (It may be necessary to arrow over to the right to see the report.)
5. Click the check box next to the development code(s) to be included in the report.
6. Click the Generate Report button located on the bottom right side of the screen.

Result: The physical and mailing addresses are displayed side-by-

***Step 7:**

Edit Unit Address Information in PIC:

Physical Address

1. Edit the appropriate building entrance address in the PIC development sub-module. Submit the revised data to the field office for concurrence. *(If it is a multi-unit building, include the door number.)*

Mailing Address

1. Updates must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission sub-module. *(Note: Line 5b in Form 50058 must be marked "No".)*



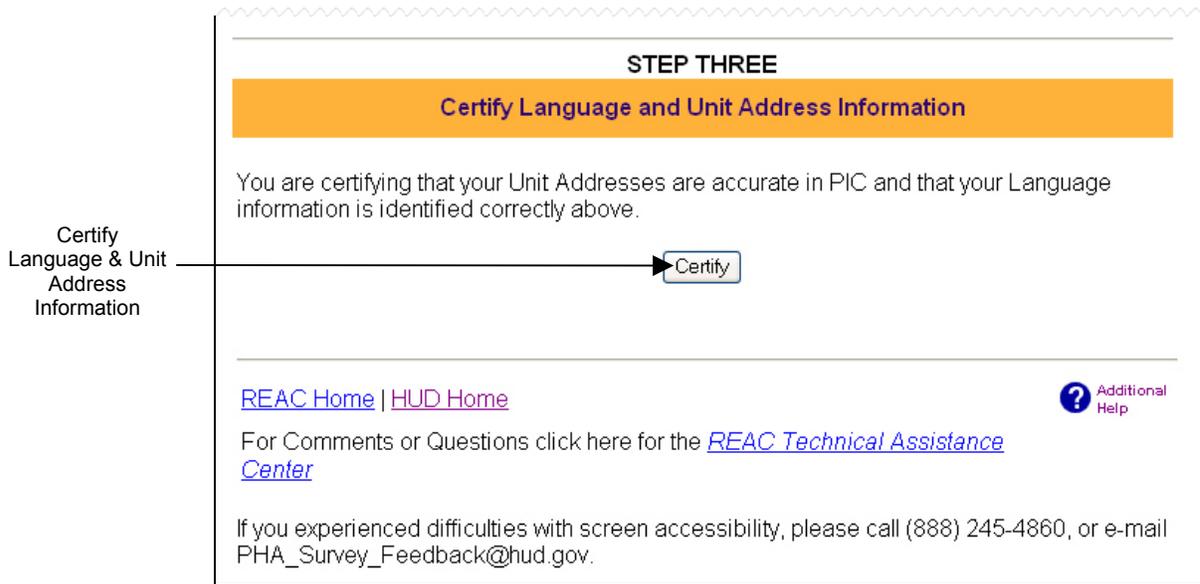
Note

There is a twenty-four (24) hour delay before address changes are reflected in the PIC database. After making any modifications to Unit Address Information, it is recommended that the user wait 24 hours and repeat **Step 6** to verify that the address changes have been included in the RASS Report.

** This step takes place outside of the RASS System.*

** This step takes place outside of the RASS System.*

3.1.1 Component Certification



STEP THREE

Certify Language and Unit Address Information

You are certifying that your Unit Addresses are accurate in PIC and that your Language information is identified correctly above.

Certify Language & Unit Address Information → Certify

[REAC Home](#) | [HUD Home](#) ? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.



The button and the button will not be visible if the time of the certification is out of the range set by the RASS administrator, the button will not be displayed on the page.

Step 8: Return to the **UNIT ADDRESS/LANGUAGE** certification screen. Click the button to certify that the PIC unit address & language information is correct.

Result: A certification confirmation window is displayed.



Microsoft Internet Explorer

? You are about to certify that all of your unit address information in PIC and RASS language information are accurate and complete for the current survey. Address and Language information cannot be changed once it is certified and submitted to REAC. If you have not yet verified this information, please single click the CANCEL push button to return to the Unit Address/Language screen. If you have validated that all information is correct, please single click on the OK pushbutton.

OK Button →

Step 9: Click the button to complete the Unit Address & Language Certification process.

Result: The **UNIT ADDRESS/LANGUAGE CERTIFICATION** Confirmation screen is displayed.

3.1.1 Component Certification

The screenshot shows the top navigation bar with links for REAC Home, HUD Home, and Contact Us. The main header includes the Resident Assessment logo and the Real Estate Assessment Center name with the tagline "Assessments Today for Better Housing Tomorrow". Below this is a sub-header with links for PHA Main, Component Certification Status, and Unit Address/Language. The main title of the page is "UNIT ADDRESS/LANGUAGE CERTIFICATION". The content area displays the PHA Name as "CARLSBURG HOUSING AUTHORITY" and the PHA Code as "DC777". A paragraph explains that the user has certified the language and unit address information, and that this information cannot be modified during the assessment period. Below this, it specifies "DC777 - CARLSBURG HOUSING AUTHORITY" and "Certified PIC Unit Address Information and RASS Language Information". The fiscal year end is listed as "June 30, 2004", and the certified language is "Spanish".

The **UNIT ADDRESS/LANGUAGE CERTIFICATION** Confirmation screen.

The screenshot shows a red note box with the text: "Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score." Below the note, it indicates "STEP 1" and provides instructions to view certified unit address information by clicking a link. A table below shows the progress of the certification steps.

Step	Status	Due Date
Unit Address & Language	Complete	05/04/2004

The **PHA MAIN** screen is updated to reflect the successful certification of the Unit Address/Language Component.

3.1.1 Component Certification

3.1.1.2 Media Packet

The Media Packet distribution by PHAs is the second of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Media Packet portion of the Resident Indicator is a suggested plan for PHAs to market the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. A recommended flyer and sample newsletter are available online for PHAs to download and distribute in accordance with their Implementation Plan. PHAs are asked to confirm the completion of these required activities as a part of the Implementation Plan certification process.

To Download Media Packet Information:

REAC Home HUD Home Contact Us

RESIDENT ASSESSMENT Real Estate Assessment Center
"Assessments Today for Better Housing Tomorrow"

PHA Selection | Secure Systems | Certification Status | Additional Help | User Guidance

PHA MAIN - ASSESSMENT YEAR 2004

Welcome.....

DC777 - CARLSBURG HOUSING AUTHORITY
[OMB PAPERWORK REDUCTION ACT APPROVAL](#)

Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score.

STEP 1

To view your certified unit address information, single click on the link below. ?

[Unit Address & Language](#) Complete 05/03/2004

STEP 2

To download a media packet, single click any of the links below. ?

[Media Packet](#) [Newsletter Example Flyer](#)

Media Packet Links

Step 1: Click on the [Newsletter Example](#) or the [Flyer](#) link, displayed under STEP 2 on the PHA MAIN screen.

Result: The Media Packet information file(s) is displayed.

3.1.1 Component Certification



**OFFICE OF PUBLIC AND INDIAN HOUSING,
REAL ESTATE ASSESSMENT CENTER (PIH-REAC)**

The Resident Service and Satisfaction Survey is one of four ways that HUD's Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC) will evaluate your housing agency's performance through the Public Housing Assessment System (PHAS). The survey will measure your satisfaction and experience with your living conditions. Your household may be randomly selected to receive the survey. If you are selected, please take the time to complete it. Resident participation is essential to the survey's success. Your feedback is very important to HUD!

NOTICE of Resident Meeting

The Meeting will be held:

Date:

Time:

Location:

The meeting should last approximately _____ minutes.

Executive Director

**HUD needs to HEAR
FROM YOU!**



Example: Media Plan Flyer

3.1.1 Component Certification

3.1.1.3 Implementation Plan

The Implementation Plan certification by PHAs is the third of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Implementation Plan component of the Resident Indicator is a certification by PHAs that they have marketed the Customer Service and Satisfaction Survey to their residents, engaging them in the survey process. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of an Implementation Plan by the required deadline is worth two (2) PHAS points.

To Certify an Implementation Plan:

The screenshot shows the REAC Resident Assessment web interface. At the top, there are navigation links for REAC Home, HUD Home, and Contact Us. The main header includes the logo for Resident Assessment and the Real Estate Assessment Center, with the tagline "Assessments Today for Better Housing Tomorrow". Below the header is a navigation menu with links for PHA Selection, Secure Systems, Certification Status, Additional Help, and User Guidance.

The main content area is titled "PHA MAIN - ASSESSMENT YEAR 2004" and includes a welcome message for "DC777 - CARLSBURG HOUSING AUTHORITY" with a link for "OMB PAPERWORK REDUCTION ACT APPROVAL". A red note states: "Note: If you are not able to complete a step prior to its due date, please complete the remaining steps to maximize your score."

There are three steps listed:

- STEP 1:** To view your certified unit address information, single click on the link below. A table shows "Unit Address & Language" is Complete with a due date of 05/03/2004.
- STEP 2:** To download a media packet, single click any of the links below. A table shows "Media Packet" and "Newsletter Example Flyer" are available.
- STEP 3:** To edit your uncertified implementation plan, single click on the link below. A table shows "Implementation Plan" is Incomplete with a start date of 04/19/2004 and a due date of 06/19/2004. An arrow labeled "Implementation Plan Link" points to this row.

Step 1: Click on the **Implementation Plan** link, displayed under STEP 3 on the PHA MAIN screen.

Result: The **IMPLEMENTATION PLAN** certification screen is displayed.

3.1.1 Component Certification

		RESIDENT ASSESSMENT	REAC Home	HUD Home	Contact Us
		Real Estate Assessment Center <i>"Assessments Today for Better Housing Tomorrow"</i>			
PHA Main		Secure Systems	Additional Help		
IMPLEMENTATION PLAN					
AL047 - THE HOUSING AUTHORITY OF THE CITY OF HUNTSVILLE for 2004					
Enter the date that you completed each of the following required items. The date must be within 12/01/2003 and 01/31/2004 , and on or before today's date.					
		Activity	Date of Event (mm/dd/yyyy)		
NOTE: Media Packet Information can be found on the PHA Main Page.					
Enter Required Activity Dates	}	Display Poster(s)	<input type="text" value="02/01/2004"/>		
		Distribute Flyers to Residents	<input type="text" value="02/02/2004"/>		
		Resident Meeting or Newsletter	<input type="text" value="02/10/2004"/>		
If you have used other activities to promote the survey, please enter a brief description and date that action was completed. The date must be within 12/01/2003 and 01/31/2004 , and on or before today's date.					
		Other Activity	Date of Event (mm/dd/yyyy)		
Enter Optional Activity Dates	}	Discuss with residents during Interim <input type="text"/>	<input type="text" value="02/26/2004"/>		
		Resident Council Meetings <input type="text"/>	<input type="text" value="02/27/2004"/>		

Step 2: Enter the required Implementation Activity Dates in addition to any Optional Activities that have been completed.

3.1.1 Component Certification

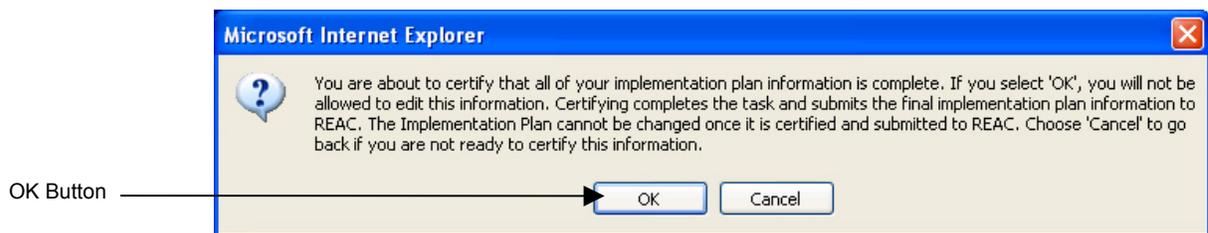


Step 3: Click the button to save the activity date information.



Step 4: Click the button.

Result: The certification confirmation window is displayed.



Step 5: Click the button to complete the Implementation Plan Certification Process.

Result: The **IMPLEMENTATION PLAN CERTIFICATION** Confirmation screen is displayed.

3.1.1 Component Certification

IMPLEMENTATION PLAN CERTIFICATION

PHA Name: **CARLSBURG HOUSING AUTHORITY** PHA Code: **DC777**

You have just certified the Implementation Plan for your PHA. The final information for this fiscal year is displayed below. This information cannot be modified again during this assessment period. Please create a print-out of this screen for your records and as proof of your certification.

DC777 - CARLSBURG HOUSING AUTHORITY for 2004.

Certified Implementation Plan.

Activity	Date of Event (mm/dd/yyyy)
Display Poster(s)	04/20/2004
Distribute Flyers to Residents	05/15/2004
Resident Meeting or Newsletter	05/28/2004

Other Activity	Date of Event (mm/dd/yyyy)

The **IMPLEMENTATION PLAN CERTIFICATION** Confirmation screen.

STEP 3

To view your certified implementation plan, single click on the link below. ?

Implementation Plan	Complete	05/03/2004
--	-----------------	-------------------

The **PHA MAIN** screen is updated to reflect the successful certification of the Implementation Plan Component.

3.1.1 Component Certification

3.1.1.4 Follow-Up Plan

The Follow-Up Plan certification by PHAs is the fourth of four steps required for PHA compliance with the Resident Indicator portion of the Public Housing Assessment System (PHAS).

The Follow-Up Plan component of the Resident Indicator is a certification by PHAs outlining actions to be taken during the next fiscal to address any areas receiving a satisfaction score below 75%, as well as the target date of completion and the funding source (if required) that will be utilized. It is an online submission done through the Resident Assessment Subsystem (RASS). Certification of a Follow-Up Plan by the required deadline is worth three (3) PHAS points.

If a PHA scores 75% (0.75) or higher on all sections of the survey, no Follow-up Plan will be required and the PHA will automatically receive the three (3) PHAS points.

To Certify a Follow-Up Plan:



The Follow-Up Plan (STEP 4) is only available to external users once the RASS Survey Score has been released to the PHA.

STEP 1		
To view your certified unit address information, single click on the link below. ?		
Unit Address & Language	Complete	05/03/2004
STEP 2		
To download a media packet, single click any of the links below. ?		
Media Packet	Newsletter Example Flyer	
STEP 3		
To view your certified implementation plan, single click on the link below. ?		
Implementation Plan	Complete	05/03/2004
STEP 4		
To view your survey results, single click on the Follow-up Plan link below. ?		
Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004

Follow-Up Plan Link →

Step 1: Click on the Follow-up Plan link, displayed under STEP 4 on the PHA MAIN screen.

Result: The **FOLLOW-UP PLAN** certification screen is displayed.

3.1.1 Component Certification

3.1.1 Component Certification



If the RASS Survey Score has been adjusted by REAC officials for any reason, the following text will appear at the top of the **FOLLOW-UP PLAN** screen:

“Please note that the survey section scores displayed below have been manually adjusted for the following reason: *[Description here.]*
 Please contact the REAC Technical Assistance Center if you have any questions concerning your score.”



RESIDENT ASSESSMENT

REAC Home HUD Home Contact Us

Real Estate Assessment Center
"Assessments Today for Better Housing Tomorrow"

PHA Main | Secure Systems | Additional Help

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year:

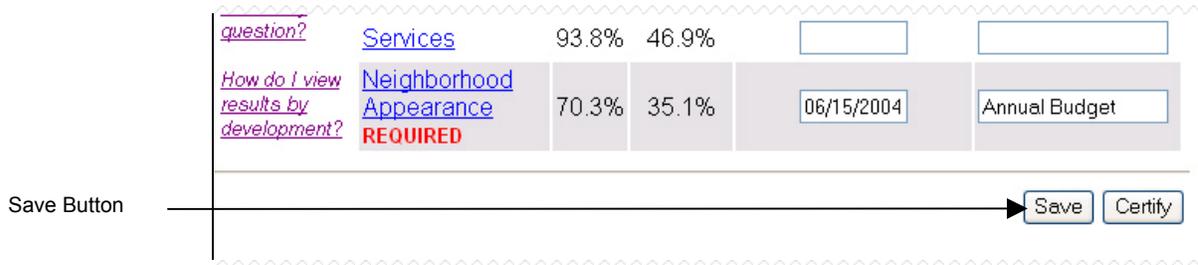
Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
What is a follow-up plan?	1232	371	31%	4
National Response Rate: 2%				

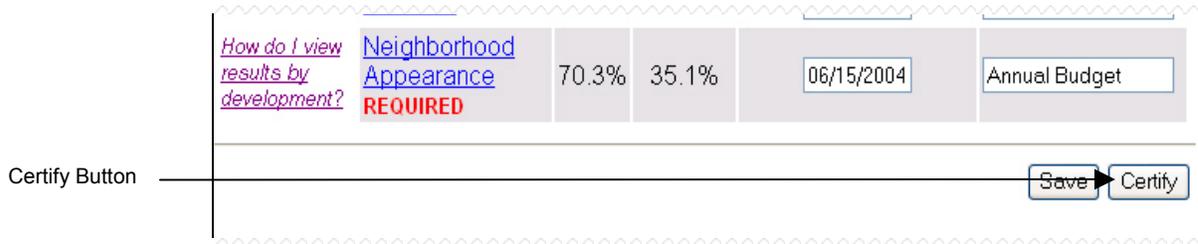
	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Annual Plan Information { How do I edit and save? How do I certify? How do I view survey response information? How do I view results by question? How do I view results by development?	Maintenance and Repair	97.3%	48.6%	<input type="text"/>	<input type="text"/>
	Communication	76.2%	38.1%	<input type="text"/>	<input type="text"/>
	Safety	80.7%	40.3%	<input type="text"/>	<input type="text"/>
	Services	93.8%	46.9%	<input type="text"/>	<input type="text"/>
	Neighborhood Appearance	70.3%	35.1%	<input type="text" value="06/15/2004"/>	<input type="text" value="Annual Budget"/>
	REQUIRED				

Step 2: Enter the Annual Plan Date of Completion and Funding information for all required and applicable Survey Sections.

3.1.1 Component Certification

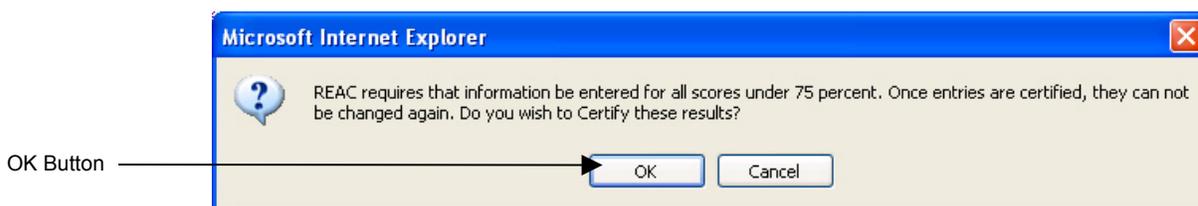


Step 3: Click the button to save the Funding and Planned Date of Completion information.



Step 4: Click the button.

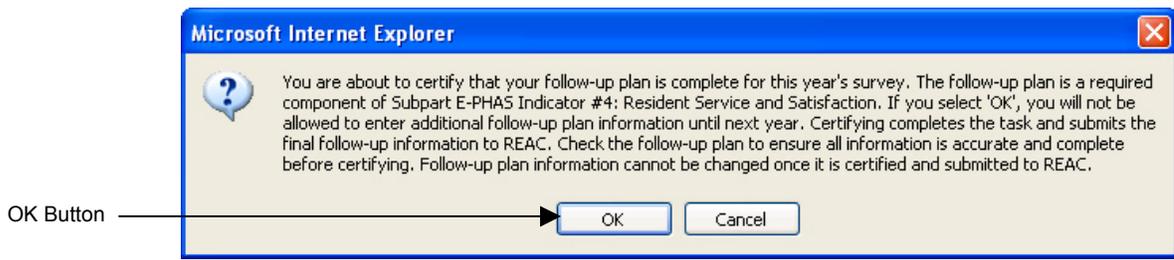
Result: The required threshold confirmation window is displayed.



Step 5: Click the button to continue with the certification process.

Result: The certification confirmation window is displayed.

3.1.1 Component Certification



Step 6: Click the button to complete the Follow-Up Plan Certification Process.

Result: The **FOLLOW-UP PLAN CERTIFICATION** confirmation screen is displayed.



RESIDENT ASSESSMENT

REAC Home HUD Home Contact Us

Real Estate Assessment Center
"Assessments Today for Better Housing Tomorrow"

[PHA Main](#) | [Component Certification Status](#) | [Follow up Plan](#)

FOLLOW UP PLAN CERTIFICATION

PHA Name: **CARLSBURG HOUSING AUTHORITY** PHA Code: **DC777**

You have just certified the Follow-up Plan for your PHA. The final information for this fiscal year is displayed below. This information cannot be modified again during this assessment period. Please create a print-out of this screen for your records and as proof of your certification.

DC777 - CARLSBURG HOUSING AUTHORITY
Certified Follow up Plan

Fiscal Year End: September 30, 2004

Survey Section	Score	Date to be completed in the annual plan.	Source(s) of Funding
Maintenance and Repair	97.3%		
Communication	76.2%		
Safety	80.7%		
Services	93.8%		
Neighborhood Appearance	70.3%	06/15/2004	Annual Budget

The **FOLLOW-UP PLAN CERTIFICATION** Confirmation screen.

3.1.1 Component Certification

STEP 4

To view your survey results, single click on the Follow-up Plan link below. 

Follow-up Plan	Complete	05/05/2004
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The **PHA MAIN** screen is updated to reflect the successful certification of the Follow-Up Plan component.

3.1.1 Component Certification

3.1.1.5 User Guidance Information

Additional information is available online to assist PHAs in completing the Resident Indicator Survey Cycle. An electronic version of the survey that will be sent to residents for the current fiscal year is available via the external RASS System. Users can also access more detailed guidance regarding the RASS Survey Process and the actions PHAs are required to complete.

To View the Current Survey:

To view an electronic version of the survey that will be sent to your residents for the current fiscal year, single click on the View Current Survey link below. You will be directed to the RASS Home page where copies of the survey are available in the 'helpful tools' section.

View Current Survey

To go to the User Guidance screen, where you can find guidance on the RASS Survey process, single click on the User Guidance link below.

User Guidance

[REAC Home](#) | [HUD Home](#) ? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

Step 1:

Click on the **View Current Survey** link, displayed on the **PHA MAIN** screen.

Result: The **REAC CUSTOMER SATISFACTION SURVEY** screen is displayed.

3.1.1 Component Certification

Real Estate Assessment Center

- Business area products
- Customer Satisfaction Survey
 - Mission
 - Library
 - Common questions
 - PHA Survey
 - Multifamily Survey

HUD news

Homes

Communities

Working with HUD

Resources

Tools

- Let's talk
- Webcasts
- Mailing lists
- Contact us
- Help

Customer Satisfaction Survey

PIH-REAC's Customer Satisfaction Survey promotes resident participation by use of a random sample survey process which measures the level of tenant satisfaction with their housing conditions. In cooperation with the PHAs, this process begins electronically with ensuring accurate unit addresses through web-based Resident Assessment Sub-System verification submissions. [Learn more!](#)

- 3/29/2004 RASS UPDATE**
New RASS TOOL Available: Using the NEW Follow-up Plan [Survey Question Report](#), a PHA can now view the percentage of residents that indicated a specific level of satisfaction for each RASS survey question choice. This tool can be useful to the PHA when developing and certifying an appropriate Follow-up Plan. (03/30/04)
- 03/17/2004 RASS UPDATE** (03/17/04)
RASS Survey scores are available

Local information

- [Print version](#)
- [Email this to a friend](#)

What Is Your Opinion?

- [Provide feedback and suggestions!](#)

Helpful Tools

PHA Surveys

- [PHA Calendar](#)
- [Scoring](#)
- [Process](#)
- [Document Library](#)

Multifamily Surveys

- [Multifamily Calendar](#)
- [Process](#)
- [Document Library](#)

Residents

- [English Survey](#)
- [Encuesta en Espanol](#)

View Current Survey

Step 2: Click on the [English Survey](#) link.

Result: The **REAC PDF FILE REQUEST** screen is displayed.

HUD news

- Newsroom
- Priorities
- About HUD

Homes

- Buying
- Owning
- Selling
- Renting
- Homeless
- Home improvements
- HUD homes
- Fair housing
- FHA refunds
- Foreclosure
- Consumer info

Communities

Notice

PDF file request

You have requested a document from our site that is a Portable Document Format file. Some of the documents and forms available on HUD's website are available as PDF files so they can be viewed or printed in their original form. If you don't already have one installed, you will need a PDF reader to use these files. The PDF reader is available for free.

What would you like to do?

- [Open the PDF file](#)
- [Get the free PDF reader](#)

Local information

- [Email this to a friend](#)

Open Survey PDF File

Step 3: Click on the [Open the PDF file](#) link.

Result: The **CUSTOMER SERVICE AND SATISFACTION SURVEY** is displayed.

3.1.1 Component Certification

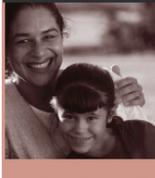
OMB NO.: 2501-0001 EXPIRATION DATE: 01-31-05

CUSTOMER SERVICE AND SATISFACTION SURVEY



This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your property is meeting the commitments it makes to HUD and to you—the Customer.
A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions. Darken the circle completely, with a blue/black ballpoint pen. Correct mark: ●
Do **not** write your name on the survey. The answers you give will remain private. HUD will ensure that your identity remains confidential.
Public Reporting Burden for this collection is estimated to average 15 minutes per respondent, including time for reviewing instruction, completing the survey, and returning the completed survey to HUD. Residents are not required to respond to this collection unless a current, valid OMB approval number is displayed on the form.

Overall Satisfaction



1. How satisfied are you with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Your unit/home?	<input type="radio"/>				
Your property/building?	<input type="radio"/>				
Your neighborhood?	<input type="radio"/>				
Your property/building's management?	<input type="radio"/>				

Result: The CUSTOMER SERVICE AND SATISFACTION SURVEY.

To View User Guidance Information:

Current Survey

To go to the User Guidance screen, where you can find guidance on the RASS Survey process, single click on the User Guidance link below.

User Guidance

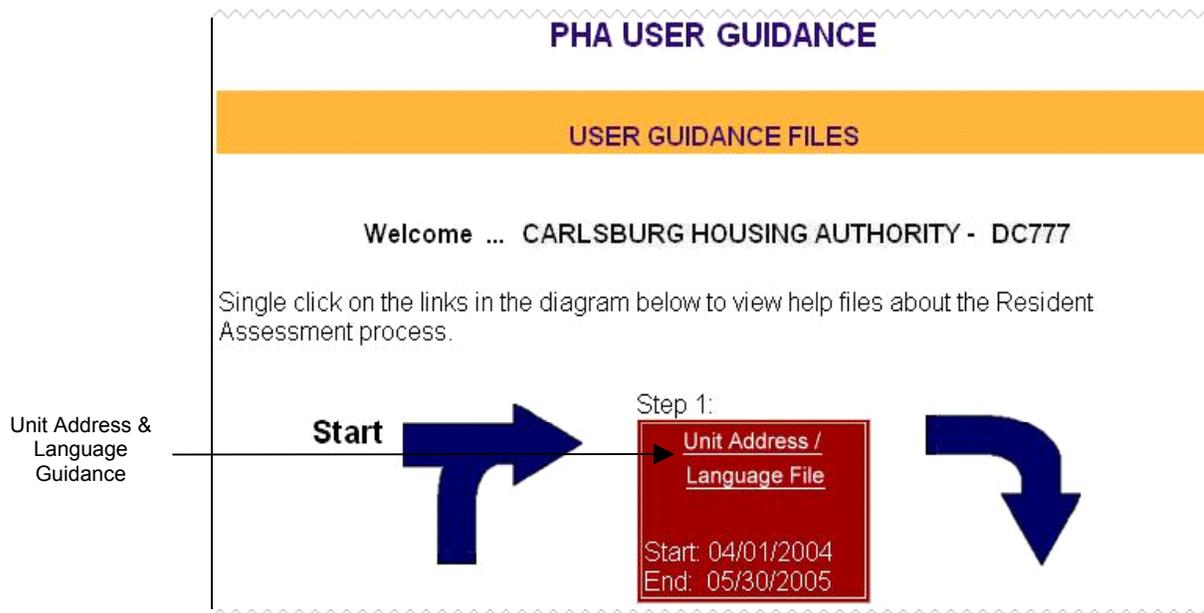
[REAC Home](#) | [HUD Home](#)
? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

Step 1: Click on the **User Guidance** link, displayed on the PHA MAIN screen.

Result: The **USER GUIDANCE** screen is displayed.

3.1.1 Component Certification



Step 2:

Click on the [Unit Address / Language File](#) link, displayed on the PHA USER GUIDANCE screen.

Result: The Unit Address/Language PDF is displayed.

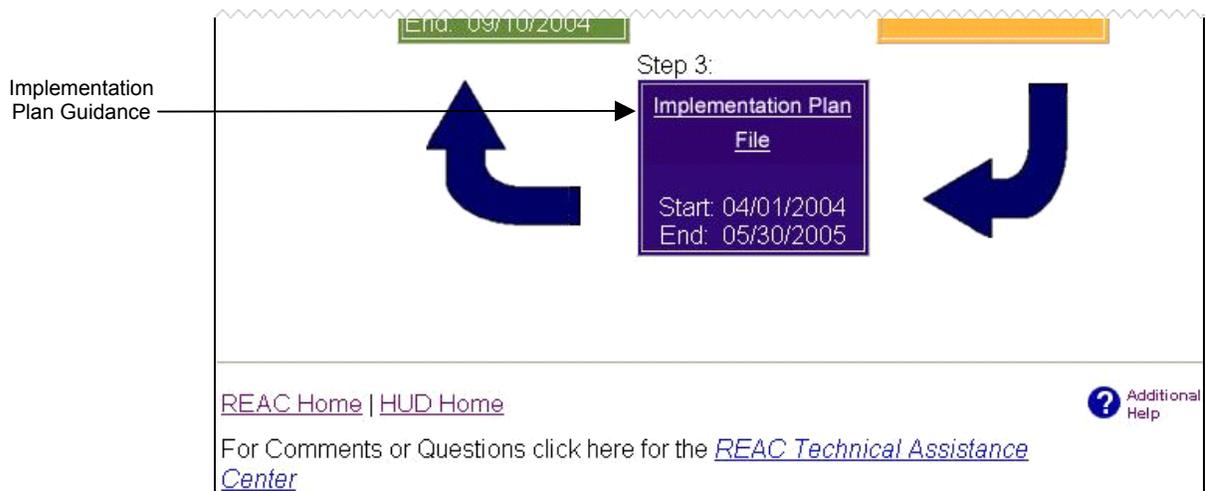


Step 3:

Click on the [Media Packet File](#) link, displayed on the PHA USER GUIDANCE screen.

Result: The Media Packet PDF is displayed.

3.1.1 Component Certification



Step 4:

Click on the  link, displayed on the **PHA USER GUIDANCE** screen.

Result: The Implementation Plan PDF is displayed.



Step 5:

Click on the  link, displayed on the **PHA USER GUIDANCE** screen.

Result: The Follow-Up Plan PDF is displayed.

3.1.2 Survey Score Information

3.1.2 Survey Score Information

Customer Satisfaction Survey scores are made available to assist PHAs in completing the Follow-Up Plan Certification process. Each of the five (5) survey sections receives a score ranging from 0-100%. A breakdown of RASS Survey Scores by section and by question is available at both the PHA and Property levels, allowing PHAs to better identify areas in need of improvement.

3.1.2.1 PHA-level (Current Year)

To View a PHA Survey Score for the Current Year:

STEP 1		
To view your certified unit address information, single click on the link below. ?		
Unit Address & Language	Complete	05/03/2004
STEP 2		
To download a media packet, single click any of the links below. ?		
Media Packet	Newsletter Example Flyer	
STEP 3		
To view your certified implementation plan, single click on the link below. ?		
Implementation Plan	Complete	05/03/2004
STEP 4		
To view your survey results, single click on the Follow-up Plan link below. ?		
Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004

Step 1:

Click on the [Follow-up Plan](#) link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.

3.1.2 Survey Score Information

RESIDENT ASSESSMENT | **Real Estate Assessment Center**
 "Assessments Today for Better Housing Tomorrow"

PHA Main | Secure Systems | Additional Help

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year:

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

What is a follow-up plan?	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
	1232	371	31%	4
National Response Rate: 2%				

How do I edit and save?	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
How do I certify?	Maintenance and Repair	97.3%	48.6%	<input type="text"/>	<input type="text"/>
How do I view survey response information?	Communication	76.2%	38.1%	<input type="text"/>	<input type="text"/>
How do I view results by question?	Safety	80.7%	40.3%	<input type="text"/>	<input type="text"/>
	Services	93.8%	46.9%	<input type="text"/>	<input type="text"/>
How do I view results by development?	Neighborhood Appearance REQUIRED	70.3%	35.1%	<input type="text" value="06/15/2004"/>	<input type="text" value="Annual Budget"/>

Survey Section Link →

Step 2: To view question-level information, click on the link corresponding to the desired survey section, such as [Neighborhood Appearance](#).

Result: The PHA **RESULTS BY QUESTIONS** screen is displayed.

3.1.2 Survey Score Information

PHA Main | Secure Systems | Follow-up Plan | Additional Help

RESULTS BY QUESTION

DC777 - CARLSBURG HOUSING AUTHORITY

The table below lists your PHA's survey section results by question. This information is available to help you develop your Follow-up Plan.

Neighborhood Appearance

Question	Your PHA's Average Score	National Average	Question Weight
	NS	NS	NS
How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?	70.8%	70.8%	0.12500
How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?	75.1%	75.1%	0.12500

NS - Not a Scorable question
NA - Results are Not Available
Your PHA's Section Score: 70.3%

- Single click a survey section link to view results for each question:

[Maintenance and Repair](#) |
 [Communication](#) |
 [Safety](#) |
 [Services](#) |
 [Neighborhood Appearance](#)

Survey Section Links →

Step 3:
(Optional)

Click on the survey section links at the bottom of the screen to view question-level information for the remaining survey sections.

3.1.2 Survey Score Information

3.1.2.2 Property-level (Current Year)

To View a Property Survey Score for the Current Year:

The screenshot displays a four-step process for viewing a property survey score. Each step includes a description, a link, a completion status, and a date. Step 4 is highlighted in green, and an arrow labeled 'Follow-Up Plan Link' points to the 'Follow-Up Plan' link within this step.

Step	Description	Link	Status	Date
STEP 1	To view your certified unit address information, single click on the link below.	Unit Address & Language	Complete	05/03/2004
STEP 2	To download a media packet, single click any of the links below.	Media Packet Newsletter Example Flyer		
STEP 3	To view your certified implementation plan, single click on the link below.	Implementation Plan	Complete	05/03/2004
STEP 4	To view your survey results, single click on the Follow-up Plan link below.	Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004

Step 1: Click on the [Follow-up Plan](#) link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.

3.1.2 Survey Score Information

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year 2004 Go

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
What is a follow-up plan?	1232	371	31%	4
National Response Rate: 2%				

	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
How do I edit and save?	Maintenance and Repair	97.3%	48.6%	<input type="text"/>	<input type="text"/>
How do I certify?	Communication	76.2%	38.1%	<input type="text"/>	<input type="text"/>
How do I view survey response information?	Safety	80.7%	40.3%	<input type="text"/>	<input type="text"/>
How do I view results by question?	Services	93.8%	46.9%	<input type="text"/>	<input type="text"/>
How do I view results by development?	Neighborhood Appearance REQUIRED	70.3%	35.1%	<input type="text" value="06/15/2004"/>	<input type="text" value="Annual Budget"/>

View Property-Level Information

View Previous Results

Survey Question Report

View Results By Development

Demographic Report

Step 2:

To view Property-level survey results, click on the View Results By Development button.

Result: The **DEVELOPMENT RESULT SELECTION** screen is displayed.

3.1.2 Survey Score Information

The screenshot shows the REAC Resident Assessment System interface. At the top, there is a navigation bar with links for REAC Home, HUD Home, and Contact Us. Below this is a header for 'RESIDENT ASSESSMENT' and 'Real Estate Assessment Center' with the tagline 'Assessments Today for Better Housing Tomorrow'. A secondary navigation bar includes links for PHA Main, Secure Systems, Follow up Plan, and Additional Help. The main content area is titled 'DEVELOPMENT RESULT SELECTION' and displays 'DC777 - CARLSBURG HOUSING AUTHORITY'. A text block explains that the following links represent all developments assigned to the PHA. Below this is a table with two columns: 'Development ID' and 'Development Name'. The table contains two rows of data. An arrow labeled 'Property Link' points to the first row of the table.

Development ID	Development Name
DC06P777001	DC777 PROJECT 1
DC06P777002	DC777 PROJECT 2

Step 3: Click on the desired property link to view property-level survey results.

Result: The **SURVEY RESULTS BY DEVELOPMENT** screen is displayed.

3.1.2 Survey Score Information

SURVEY RESULTS BY DEVELOPMENT

DC777 - CARLSBURG HOUSING AUTHORITY
 DC06P777001 DC777 PROJECT 1 - FY 2004

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
56	16	29%	0
National Response Rate: 13%			

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	93.3%	32.4%
Communication	75.5%	25.4%
Safety	78.3%	26.9%
Services	93.2%	31.2%
Neighborhood Appearance	68.9%	23.4%

Property Results by Question →

Step 4: Click on the desired survey section link to view question-level results for the current property.

Result: The **DEVELOPMENT RESULTS BY QUESTION** screen is displayed.

3.1.2 Survey Score Information

DEVELOPMENT RESULTS BY QUESTION			
DC777 - CARLSBURG HOUSING AUTHORITY DC06P777001 DC777 PROJECT 1 - FY 2004			
The table below lists your Development's survey section results by question. This information is available to help you develop your Follow-up Plan.			
Neighborhood Appearance			
Question	Your Development's Average Score	National Average	Question Weight
	NS	NS	NS
How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?	64.0%	70.8%	0.12500
How satisfied are you with the upkeep of the following areas in your property: exterior of buildings?	63.3%	75.1%	0.12500

The **DEVELOPMENT RESULTS BY QUESTION** screen.

3.1.2 Survey Score Information

3.1.2.3 PHA- and Property-Level (Previous Year)

3.1.2.3.1 Historical Survey Scores (Option #1)

STEP 1
To view your certified unit address information, single click on the link below. ?

Unit Address & Language	Complete	05/03/2004
---	----------	------------

STEP 2
To download a media packet, single click any of the links below. ?

Media Packet	Newsletter Example Flyer
------------------------------	--

STEP 3
To view your certified implementation plan, single click on the link below. ?

Implementation Plan	Complete	05/03/2004
-------------------------------------	----------	------------

STEP 4
To view your survey results, single click on the Follow-up Plan link below. ?

Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004
--------------------------------	------------	--------------------------------------

Follow-Up Plan Link →

Step 1: Click on the [Follow-up Plan](#) link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.

3.1.2 Survey Score Information

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year 2004 Go

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
What is a follow-up plan?	1232	371	31%	4
National Response Rate: 2%				

	Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
How do I edit and save?	Maintenance and Repair	97.3%	48.6%	<input type="text"/>	<input type="text"/>
How do I certify?	Communication	76.2%	38.1%	<input type="text"/>	<input type="text"/>
How do I view survey response information?	Safety	80.7%	40.3%	<input type="text"/>	<input type="text"/>
How do I view results by question?	Services	93.8%	46.9%	<input type="text"/>	<input type="text"/>
How do I view results by development?	Neighborhood Appearance	70.3%	35.1%	<input type="text" value="06/15/2004"/>	<input type="text" value="Annual Budget"/>
	REQUIRED				

View Previous Results

View Results By Development

Survey Question Report

Demographic Report

Historical Survey Results →

Step 2: To view Historical Survey information, click on the View Previous Results button.

Result: The **PREVIOUS RESULTS** screen is displayed.

3.1.2 Survey Score Information



RESIDENT ASSESSMENT

Real Estate Assessment Center
"Assessments Today for Better Housing Tomorrow"

[REAC Home](#) [HUD Home](#) [Contact Us](#)

[PHA Main](#) | [Secure Systems](#) | [Follow-up Plan](#) | [Additional Help](#)

PREVIOUS RESULTS

DC777 - CARLSBURG HOUSING AUTHORITY

The table below lists by survey section your PHA's previous survey scores and the current scores. This information is available to help you track progress.

Survey Section Results by Year

Year	Maintenance and Repair	Communication	Safety	Services	Neighborhood Appearance
2004	97.3%	76.2%	80.7%	93.8%	70.3%
2003	89.4%	75.8%	80.8%	93.9%	77.4%
2002	89.7%	76.4%	73.7%	91.9%	73.8%

[REAC Home](#) | [HUD Home](#)

 [Additional Help](#)

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

The **PREVIOUS RESULTS** screen.

3.1.2 Survey Score Information

3.1.2.3.2 Historical Survey Scores (Option #2)

Follow-Up Plan
 Drop Down
 Menu

RESIDENT ASSESSMENT Real Estate Assessment Center
 "Assessments Today for Better Housing Tomorrow"

PHA Main | Secure Systems | Additional Help

FOLLOW UP PLAN 2004

DC777 - CARLSBURG HOUSING AUTHORITY

View Follow-up Plan for Year

Please single click on the Frequently Asked Questions below, along the left side of the screen, to receive instructions on how to use the Follow up Plan screen.

	Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
	1232	371	31%	4
National Response Rate: 13%				
Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and				

[What is a follow-up plan?](#)
[How do I edit and save?](#)
[How do I certify?](#)
[How do I view](#)

Step 1: Select the desired Fiscal Year from the Follow-up Plan drop down menu. Click the button to view the Follow-up Plan for a previous year.

Result: The **FOLLOW-UP PLAN** screen for the selected year is displayed.

3.1.2 Survey Score Information

3.1.2.3.3 Historical Survey Scores (Option #3)



This option is only available for years in which the PHAS score was released to the PHA by NASS.

Secure Systems

Welcome Tester - M00215

system administration

- [Password Change](#)

systems

- [Public Housing Assessment System: Scores and Status \(NASS\)](#)
- [Resident Assessment Subsystem \(RASS\)](#)

User Login mail | help | search | home

Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

Warning Notice

The Secure Systems security access software supports Internet Explorer 6.0 browser. Internet Explorer 5.0 browser is supported for all processing systems except ARAMS. Other browsers may not be compatible with this software.

[Continue](#)

Step 1: Click on the [Public Housing Assessment System: Scores and Status \(NASS\)](#) link.

Result: The **INTEGRATED ASSESSMENT SUBSYSTEM – INDIVIDUAL REPORTS** screen is displayed.

3.1.2 Survey Score Information

Drop Down Menus

PHAS Score Report

Submit Button

Step 2: Select the appropriate PHA ID, Fiscal Year, and the **PHAS Score Report** Radio Button. Click the button.

Result: The **PHAS SCORE REPORT** for the selected PHA and Fiscal Year End screen is displayed.

3.1.2 Survey Score Information

integrated assessment subsystem (nass) [reac home](#)

REAL ESTATE ASSESSMENT CENTER
 U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[skip navigation](#)

individual reports

PHAS Score Report for Fiscal Year 2002

PHA Information

PHA Code:	DC777	PHA Name:	CARLSBURG HOUSING AUTHORITY	Fiscal Year End:	6/30
------------------	-------	------------------	---	-------------------------	------

PHAS Score: 90 **Designation Status:** *High Performer* **PHAS Status:** [Released](#)

Select a PHAS indicator to view details relating to the composite score.

PHAS Indicator	Original Score	Maximum Score	Indicator/PHAS Explanation
Physical (PASS Incentive)	25	30	Explanation
Financial	30	30	Explanation
Management	26	30	Explanation
Resident	9	10	Explanation
PHAS Total Score	90	100	

Last Updated: 08/18/2003

RASS Link →

Step 3: Click the [Resident](#) link to navigate to the Resident Indicator information section.

Result: The **RESIDENT SCORE REPORT** for the selected PHA and Fiscal Year End screen is displayed.

3.1.2 Survey Score Information

integrated assessment subsystem (nass)
 REAL ESTATE ASSESSMENT CENTER
 U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

individual reports

PHAS Resident Report for Fiscal Year 2002

PHA Information

PHA Code:	DC777	PHA Name:	CARLSBURG HOUSING AUTHORITY	Fiscal Year End:	6/30
------------------	-------	------------------	---	-------------------------	------

Resident Score (rounded) 9

Resident Sub-Indicators	Actual Score	Maximum Score
1 → Survey Results	3.9	5.0
Maintenance and Repair	0.9	1.0
Communication	0.8	1.0
Safety	0.7	1.0
Services	0.9	1.0
Appearance	0.6	1.0
2 → Implementation Plan	2.0	2.0
3 → Follow-Up Plan	3.0	3.0
Total Resident Score:	8.9	10.0

PHA-level Results by Question → Survey Results

Property-level Results → Implementation Plan

Step 4: To view PHA-level results by question, click on the link corresponding to the desired survey section, such as [Maintenance and Repair](#).

To view Property-level results for the selected year, click the [Follow-Up Plan](#) link and navigate the **FOLLOW-UP PLAN** screen as described in *Section 3.1.2.2*.

Result: The PHA **RESULTS BY QUESTIONS** screen or the **FOLLOW-UP PLAN** screen is displayed.

3.1.2 Survey Score Information

integrated assessment subsystem (nass) [reac home](#) | [systems n](#)

REAL ESTATE ASSESSMENT CENTER
 U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[skip navigation](#)

individual reports

[Follow-up Plan](#) | [Additional Help](#)

RESULTS BY QUESTION

DC777 - CARLSBURG HOUSING AUTHORITY

The table below lists your PHA's survey section results by question. This information is available to help you develop your Follow-up Plan.

Neighborhood Appearance

Question	Your PHA's Average Score	National Average	Question Weight
How satisfied are you with the upkeep of the following areas in your property: common areas (for example: stairways, walkways, hallways, etc.)?	66.4%	74.5%	0.12500

Example: The PHA-level **RESULTS BY QUESTIONS** screen.

3.1.3 External Reports

3.1.3 External Reports

3.1.3.1 PHA Survey Question Report

The PHA Survey Report is a mirror image of the Customer Service and Satisfaction Survey distributed to residents as a part of the PHAS Resident Indicator. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.



Note

The PHA- and Property-level Survey Question Reports are only available beginning with the 12/31/2003 Fiscal Year End.

To View a PHA-level Survey Question Report:

STEP 1		
To view your certified unit address information, single click on the link below. ?		
Unit Address & Language	Complete	05/03/2004
STEP 2		
To download a media packet, single click any of the links below. ?		
Media Packet	Newsletter Example Flyer	
STEP 3		
To view your certified implementation plan, single click on the link below. ?		
Implementation Plan	Complete	05/03/2004
STEP 4		
To view your survey results, single click on the Follow-up Plan link below. ?		
Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004

Follow-Up Plan Link →

Step 1:

Click on the Follow-up Plan link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.

3.1.3 External Reports

REQUIRED

View Previous Results

View Results By Development

Survey Question Report

Demographic Report

[REAC Home](#) | [HUD Home](#)  Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

Survey Question Report

Step 2:

Click on the Survey Question Report button.

Result: The **SURVEY QUESTION REPORT** is displayed.



PHA CUSTOMER SERVICE AND SATISFACTION SURVEY REPORT

Assessment Period: 12/31/2004 # Of Returns: 1507
 PHA: DC777 CARLSBURG HOUSING AUTHORITY

This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you-the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions.

The answers you give will remain private. HUD will ensure that your identity remains confidential.

[Return To Previous Screen](#)

OVERALL SATISFACTION					
How satisfied are you with the following: your unit/home?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
20.8%	55.6%	13.6%	8.1%	1.9%	
How satisfied are you with the following: your property/building?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
11.6%	50.7%	22.8%	12.7%	2.3%	
How satisfied are you with the following: your neighborhood?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
12.9%	54.2%	21.4%	10.0%	1.4%	
How satisfied are you with the following: Your property/building's management?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	

The PHA-level **SURVEY QUESTION REPORT**.

3.1.3 External Reports

3.1.3.2 Property Survey Question Report

The Property Survey Report is identical to the PHA Survey Report but provides response information at the property-level. For every survey question, the Survey Report displays the percentage of respondents who selected each answer option. This report is intended to assist PHAs in developing their Follow-Up Plan.

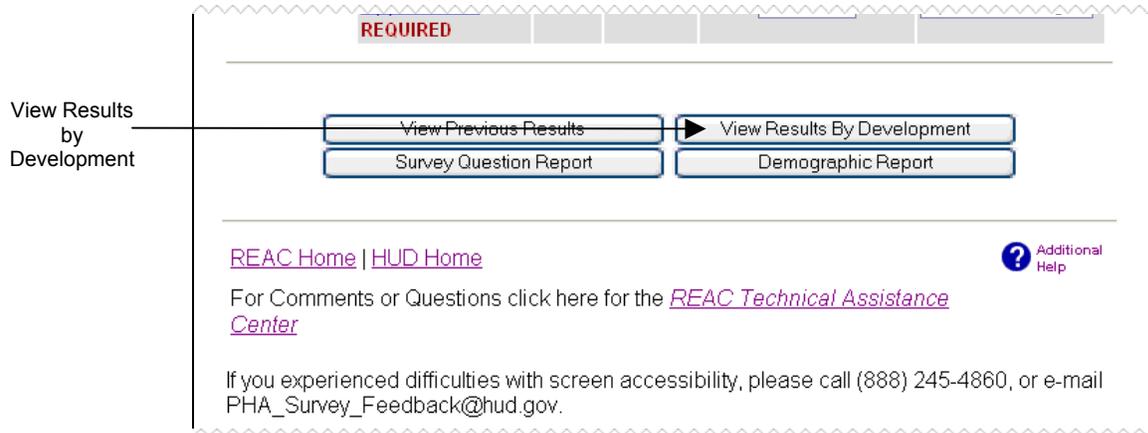
To View the Property-level Survey Question Report:

The screenshot displays a vertical list of four steps, each with a title bar, a description, and a status bar. Step 1 (red bar) is 'Unit Address & Language' with status 'Complete' and date '05/03/2004'. Step 2 (orange bar) is 'Media Packet' with a link to 'Newsletter Example Flyer'. Step 3 (purple bar) is 'Implementation Plan' with status 'Complete' and date '05/03/2004'. Step 4 (green bar) is 'Follow-Up Plan' with status 'Incomplete', 'Start: 04/27/2004', and 'Due: 09/10/2004'. A 'Follow-Up Plan Link' with an arrow points to the 'Follow-Up Plan' link in Step 4. Each step has a question mark icon in the top right corner.

Step 1: Click on the **Follow-up Plan** link, displayed under STEP 4 on the PHA MAIN screen.

Result: The **FOLLOW-UP PLAN** screen is displayed.

3.1.3 External Reports



Step 2: Click on the button.

Result: The **RESULTS BY DEVELOPMENT SELECTION** screen is displayed.



Step 3: Click on the desired property link to view property-level survey results.

Result: The **SURVEY RESULTS BY DEVELOPMENT** screen is displayed.

3.1.3 External Reports

SURVEY RESULTS BY DEVELOPMENT

DC777 - CARLSBURG HOUSING AUTHORITY
DC06P777001 DC777 PROJECT 1 - FY 2004

This screen allows you to view detailed survey results for a development assigned to your PHA. Survey response rate information and question-level results have been provided for this development. If a development is too small or not enough surveys are returned by residents, then survey response information and question-level results can not be provided for the development.

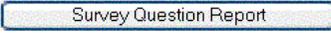
Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
56	16	29%	0

National Response Rate: 13%

Survey Section	Your Development's Average Score	National Average
Maintenance and Repair	93.3%	32.4%
Communication	75.5%	25.4%
Safety	78.3%	26.9%
Services	93.2%	31.2%
Neighborhood Appearance	68.9%	23.4%

Survey Question Report

▶ Survey Question Report

Step 4: Click on the  button.

Result: The **SURVEY QUESTION REPORT** is displayed.

3.1.3 External Reports



PROPERTY CUSTOMER SERVICE AND SATISFACTION SURVEY REPORT

Assessment Period: 12/31/2004

Of Returns: 21

PHA: DC777 CARLSBURG HOUSING AUTHORITY

Property: DC06P777001 DC777 PROJECT 1

This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you-the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions.

The answers you give will remain private. HUD will ensure that your identity remains confidential.

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OVERALL SATISFACTION					
How satisfied are you with the following: your unit/home?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
5.9%	70.6%	11.8%	11.8%	0.0%	
How satisfied are you with the following: your property/building?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
0.0%	46.7%	40.0%	13.3%	0.0%	
How satisfied are you with the following: your neighborhood?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
6.7%	46.7%	46.7%	0.0%	0.0%	
How satisfied are you with the following: Your property/building's management?					
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply	
0.0%	33.3%	26.7%	40.0%	0.0%	

The Property-level **SURVEY QUESTION REPORT.**

3.1.3 External Reports

3.1.3.3 Demographic Report

The Demographic Report provides Customer Satisfaction scores broken down by resident age and gender. In addition, the national averages for the PHA's Fiscal Year End are displayed to provide a basis for comparison. This report is intended to assist PHAs in developing their Follow-Up Plan.



The Demographic Report is only available beginning with the 3/31/2004 Assessment Cycle.

To View a Demographic Report:

STEP 1
To view your certified unit address information, single click on the link below. 

Unit Address & Language	Complete	05/03/2004
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STEP 2
To download a media packet, single click any of the links below. 

Media Packet	Newsletter Example Flyer
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STEP 3
To view your certified implementation plan, single click on the link below. 

Implementation Plan	Complete	05/03/2004
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STEP 4
To view your survey results, single click on the Follow-up Plan link below. 

Follow-Up Plan	Incomplete	Start: 04/27/2004 Due: 09/10/2004
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Follow-Up Plan Link →

Step 1: Click on the [Follow-up Plan](#) link, displayed under STEP 4 on the PHA MAIN screen.

Result: The FOLLOW-UP PLAN screen is displayed.

3.1.3 External Reports

REQUIRED

Demographic Report

View Previous Results | View Results By Development

Survey Question Report | Demographic Report

[REAC Home](#) | [HUD Home](#) ? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860, or e-mail PHA_Survey_Feedback@hud.gov.

Step 2:

Click on the  button.

Result: The **DEMOGRAPHIC REPORT** is displayed.

RESIDENT ASSESSMENT - DEMOGRAPHIC REPORT

The following page displays the resident satisfaction by demographic at the PHA-level, comparing against the averages of all assessments in the selected FYE.
 The overall National Average score is a straight average of survey scores from all PHAs that were sampled in the selected FYE.
 The demographic National Average scores are based on survey scores received from all participating PHAs in the selected FYE.

DC777 - CARLSBURG HOUSING AUTHORITY

Fiscal Year End: Dec 31, 2004 [Return To Previous Screen](#)

Demographic Distribution

Age Group	DC777			National Average for 12/31/2004		
	Male	Female	All	Male	Female	All
18-24	Not Available	3.10090	3.17774	3.58749	3.10090	3.17774
25-34	3.12808	3.14864	3.14693	3.12808	3.14864	3.14693
35-44	3.65729	3.28921	3.35849	3.65729	3.28921	3.35849
45-54	3.43003	3.35900	3.37521	3.43003	3.35900	3.37521
55-61	3.60933	3.54120	3.55747	3.60933	3.54120	3.55747
62+	3.86593	3.70075	3.74411	3.86593	3.70075	3.74411
All	3.64822	3.46116	3.43081	3.64822	3.46116	0.00429

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The PHA **DEMOGRAPHIC REPORT**.